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OCT 18 2004



Intellectual Property Law Group

Verizon Corporate Services Group Inc

600 Hidden Ridge Drive
Irving, Texas 75038
MailCode HQE03H14
Phone: 972718-4800
Fax: 972718-3946
E mail:
christian.andersen@verizon.com

To: U.S. Patent and Trademark Office – **From:** Christian R. Andersen
Examiner: Hector A. AGDEPPA
Sr. Paralegal – Intellectual Property
Group Art Unit: 2642

Fax:	703-872-9306	Pages
		with 25
		Cover:

FORMAL SUBMISSION OF:

1) **Amendment Transmittal; and** 2) **Amendment After Final.**

Title:	METHOD AND SYSTEM FOR CALL CENTER SCREENING
Serial No.	09/692,926
Filing Date:	October 20, 2000
First Named Inventor:	Douglas J. COWELL
Atty. No.	00-5019

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CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

Christian R. Andersen

Date of Transmission: October 18, 2004

PATENT
Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
 Douglas J. COWELL et al.) Group Art Unit: 2642
 Application No.: 09/692,926) Examiner: Agdeppa, Hector A
 Filed: October 20, 2000) Confirmation No.: 8386
 For: METHOD AND SYSTEM FOR)
 CALL CENTER SCREENING)

Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

Sir:

TRANSMITTAL LETTER

Enclosed is a reply to the Office Action mailed July 19, 2004. The items checked below are appropriate:

The claims are calculated below:

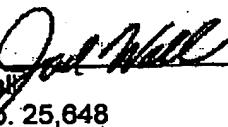
	Claims Remaining After Amendment		Highest Number Previously Paid	Present Extra	Rate	Additional Fee
Total	46	-	46	0	x \$ 18	\$ 0
Indep.	3	-	3	0	x \$ 86	0
<input type="checkbox"/> First Presentation of Multiple Dep. Claim(s)					+\$290	
					Subtotal	\$ 0
					Reduction by 1/2 if small entity	-
					TOTAL	\$ 0

Attorney Docket No. 00-5019

Please grant any extensions of time required to enter this response and charge any additional required fees to our deposit account 07-2339.

Dated: October 18, 2004

By: _____


Joel Walker
Reg. No. 25,648

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RESPONSE UNDER 37 C.F.R. § 1.116
EXPEDITED PROCEDURE REQUESTED
EXAMINING GROUP 2642
PATENT
Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Douglas J. COWELL et al.) Group Art Unit: 2642
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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT AFTER FINAL

In reply to the Final Office Action mailed July 19, 2004, the period for response which extends through October 19, 2004, and pursuant to 37 C.F.R. § 1.116, Applicants propose that this application be amended as follows:

Amendments to the Claims are reflected in the listing of claims in this paper.

Remarks/Arguments follow the amendment section of this paper.

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